

Quintelco, Inc.

A.C.C. TARIFF NO. 1
ORIGINAL TITLE SHEET 1

TITLE SHEET

ORIGINAL

ARIZONA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations and rates applicable to the furnishing of service and facilities for telecommunications services provided by Quintelco, Inc. with principal offices at 1 Blue Hill Plaza, Pearl River, New York 10965. This tariff applies for services furnished within the State of Arizona. This tariff is on file with the Arizona Corporation Commission, and copies **may** be inspected, during normal business hours, at the Company's principal place of business.

Issued: July 18, 1996

Effective: 11-23-98

By: Claudia Newman-Hirsch, Executive Vice President
Quintelco, Inc.
1 Blue Hill Plaza
Pearl River, New York 10965

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DECISION #: 61228

CHECK SHEET**ORIGINAL**

Sheet 1 through 29 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
1	Original	22	Original
2	Second Revised N	23	Original
3	Original	23.1	Original
4	Original	24	Original
5	Original	25	Original
6	Original	26	Original
7	Original	27	Original N
8	Original	28	Original N
9	Original	29	Original N
10	Original		
11	Original		
12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		
18	Original		
19	Original		
20	Original		
21	Original		
21.1	Original		
21.2	Original		
21.3	Original N		
21.4	Original N		
21.5	Original N		
21.6	Original N		
21.7	Original N		
21.8	Original N		

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ORIGINAL

TABLE OF CONTENTS

Titlesheet	1
Check Sheet	2
Table of Contents	3
Section 1 - Technical Terms and Abbreviations	7
Section 2 - Rules and Regulations	8
Section 3 - Description of Service.	17
Section 4 - Rates	22

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ORIGINAL

SYMBOLS

The following are the only symbols used for the purposes indicated below:

D	Delete or Discontinue
I	Change Resulting In An Increase to A Customer's Bill
M	Moved From Another Tariff Location
N	New
R	Change Resulting In A Reduction to A Customer's Bill
T	Change In Text or Regulation But No Change In Rate or Charge
ACC	Arizona Corporation Commission
QCI	Quintelco, Inc.

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ORIGINAL

TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the ACC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., that the ACC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Number Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.1.
2.1.1
2.1.1.A.
2.1.1.A.1.
2.1.1.A.1.(a)
2.1.1.A.1.(a).1.
2.1.1.A.1.(a).1.(i).
2.1.1.A.1.(a).1.(i).(1).

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ORIGINAL

TARIFF FORMAT - (Contd.)

- D. Check Sheets - When a tariff filing is made with the ACC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on **some** sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the ACC.

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ORIGINAL

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to a Quintelco, Inc. network switching center.

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Company - Quintelco, Inc.

Customer - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

Day - From 8:00 AM up to, but not including, 5:00 PM local time Monday through Friday.

Evening - From 5:00 PM up to, but not including, 11:00 PM local time Sunday through Friday.

Holidays - Quintelco, Inc.'s recognized holidays are New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Veterans' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.

Night/Weekend - From 11:00 PM up to, but not including, 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to, but not including 5:00 PM Sunday.

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ORIGINAL

SECTION 2 - RULES AND REGULATIONS

2.1 Contact Information

2.1.1 Customer complaints, bill inquiry, new service or disconnect requests:

Complaint Bureau
Quintelco, Inc.
1 Blue Hill Plaza
Pearl River, New York 10965
Toll Free No. 1(800) 532-3940

2.1.2 Commission contact ■ tariff information:

Claudia Newman-Hirsch
Quintelco, Inc.
1 Blue Hill Plaza
Pearl River, New York 10965
Telephone No. (914) 620-1212

2.1.3 Commission Contact Complaints:

Claudia Newman-Hirsch
Quintelco, Inc.
1 Blue Hill Plaza
Pearl River, New York 10965
Telephone No. (914) 620-1212

2.1.4 Arizona Agent:

The Prentice-Hall
Corporation **System**, Inc.
Agent for QCI
7037 North 11th Street
Phoenix, Arizona 85020

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ORIGINAL

SECTION 2 - RULES AND REGULATIONS - (Contd.)2.2 Undertaking of Quintelco, Inc.

Quintelco, Inc.'s facilities are furnished for communications originating at specified points within the State of Arizona under terms of this tariff.

Quintelco, Inc. operates, and maintains the communication services provided hereunder in accordance with the terms and conditions set forth under this tariff. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Quintelco, Inc. network. The customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless ordered on a longer time basis, and are available twenty-four hours per day, seven days per week

2.3 Limitations

2.3.1 Service is offered subject to the availability of facilities and the provisions of this tariff.

2.3.2 Quintelco, Inc. reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control; or when the customer is using service in violation of the law or the provisions of this tariff.

2.3.3 All services provided under this tariff are directly controlled by Quintelco, Inc. and the customer may not transfer or assign the use of service, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

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ORIGINAL

SECTION 2 - RULES AND REGULATIONS - (Contd.)

2.3.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.4 Liabilities of The Company

2.4.1 Quintelco, Inc.'s liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.

2.4.2 Quintelco, Inc. shall be indemnified and held harmless by the customer against:

(A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.

(B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by Quintelco, Inc.

2.4.3 The included tariff language does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's

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ORIGINAL

SECTION 2 - RULES AND REGULATIONS - (Contd.)

2.4 Liabilities of The Company (Contd.)

2.4.3 (Contd.)

responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

2.4.4 QCI will give **at least 10 days** notice to customers and the ACC before increasing rates or other changes. The notice to customers will be either individual notice or a public notice in the newspapers in QCI Arizona service areas.

2.5 Interruption of Service

2.5.1 Credit allowances for the interruption of service, which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the customer to notify the Company **immediately of any interruption in service** for which a credit allowance is desired.

Before giving such notice, the customer shall ascertain that the trouble is not being caused by an action or omission by the customer within his control, or is not in wiring or equipment, if any, furnished by the customer and connected to the Company's facilities.

2.5.2 For the purposes of credit computation, every month shall be considered to have 720 hours.

2.5.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.

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SECTION 2 - RULES AND REGULATIONS - (Contd.)

ORIGINAL

2.5 Interruption of Service (Contd.)

2.5.4 The customer shall be credited for an interruption of two hours or more at the rate of $\frac{1}{720}$ th of the fixed monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" -- outage times in hours
"B" -- total fixed monthly charge for affected facility

2.6 Suspension-of-Service Guidelines

Quintelco, Inc. will provide written notice at least seven days in advance of suspending a customer's service for non-payment of charges. In cases of bona fide emergencies, we try to avoid suspension of service for non-payment. Service will be suspended without notice in the following situations:

- 1) The customer obtained service fraudulently;
- 2) Risk of non-payment is evident; or
- 3) A safety hazard is found on the customer's premises.

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ORIGINAL

SECTION 2 - RULES AND REGULATIONS - (Contd.)

2.7 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in Part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

2.8 Billing Periods

The customer will receive a bill after the 30 day cycle.

2.9 Understanding Your Bill

The customer's bill will outline specific charges or adjustments for Quintelco, Inc.'s services.

2.10 Questions About A Customer's Bill

If the customer has questions about Quintelco, Inc.'s charges that may appear on its bill, the customer should call the Quintelco, Inc. service representative or Quintelco, Inc.'s designated billing agent.

2.11 Pay By Mail

A return envelope is included with each customer's bill. If the return envelope is unavailable, customers should contact the customer service telephone number indicated on the bill for the appropriate address.

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ORIGINAL

SECTION 2 - RULES AND REGULATIONS (Contd.)**2.12 Lost Bills**

If a bill is lost, the customer should call the Quintelco, Inc. service representative or Quintelco, Inc.'s designated billing agent for the amount due. Customers should be sure to include their account number, name, address and telephone number with payment.

2.13 Forms of Payment

For the protection of the customer, customers should send checks or money orders payable in United States dollars with their account number, area code, and telephone number included. Cash should not be sent. Unless otherwise required by law, tariff or Commission order, partial payments received without customer direction will be prorated by Quintelco, Inc.

Alternate forms of payment include traveler's checks and bank drafts.

2.14 Return Check Charge

If a customer's check is returned by the bank, a charge will be added to the customer's next monthly telephone bill. A fee of \$15.00, or five percent of the amount of the check, whichever is greater, will be charged for each check returned for insufficient funds.

2.15 Late Payments

Quintelco, Inc.'s service representative or Quintelco, Inc.'s designated billing agent should be contacted if a bill cannot be paid on time; special payment arrangements may be possible in case of illness or other circumstances beyond one's control. Late payments **may** be subject to a late charge and/or **may** result in telephone service being suspended. A late fee of 1.5% monthly will be charged on any past due balances.

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ORIGINAL

SECTION 2 - RULES AND REGULATIONS (Contd.)**2.16 Requirements for Service Restoral**
After Suspension for Non-Payment

In most cases, all charges billed for service must be paid before service will be restored. This would include any amount which may have been received on a new bill. There is also a charge to restore service, which will be billed to the customer's account.

2.17 Responsibility of The Company

The Company endeavors to provide the best long distance service possible at a fair and competitive price. In turn, the customer is responsible for paying his bills on time and must report any problems in a timely manner so that they can be corrected.

2.18 Frecruencv Restrictions

There are no frequency restrictions.

2.19 Cancellations

Customers may cancel their service at any time through written instruction.

2.20 Nonpayment

The Company's designated billing agent will contact a customer when their payment is late. At the point where payment exceeds 60 days late, the customer may be turned over to a collection agency and the customer's service may be terminated. Suspension or termination of service shall not be made without five (5) working **days'** written notice to the customer, except in extreme cases. The written notice shall be separate and apart from the regular monthly bill for service.

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ORIGINAL

SECTION 2 • RULES AND REGULATIONS (Contd.)**2.21 Credit for Incomplete Calls**

When a customer calls in or identifies on their returned invoice that specific calls were incomplete, the Company's designated billing agent has the capability to pull up the customer's invoice on the billing system and determine if this is the case. In the event that the call was incomplete, the Company will instruct its designated billing agent to automatically credit the customer's invoice. This credit will show up on the next month's bill.

2.22 Deposits

The Company does not require a deposit from the Customer.

2.23 Advance Payments

For customers whom the Company feels an advance payment is necessary, Quintelco, Inc. reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

2.24 Gross Revenue Surcharge

The applicable Gross Revenue Surcharge rates will be filed on 15 days' notice to the ACC, and as directed by the ACC. Customers will be notified of such changes on the first bill following the rate change. Whenever the State levels a new tax on the Company's gross revenue, repeals such tax, or changes the rate of such tax, the ACC may approve new surcharge factors, and the Company will file revised surcharges as directed by the ACC.

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ORIGINAL

SECTION 3 - DESCRIPTION OF SERVICES**3.1 Usage Based Services**

The Company's charges are based on the actual usage of Company's services, plus any special features and/or service options, if any. Charges begin when the Company's answer supervision determines that the other party has picked up. Charges cease when the termination(s) is/are disconnected.

3.2 Long Distance Network Service

The Company's Long Distance Network Service provides for the non-facilities based, switchless resale of various underlying carriers' services including, AT&T's tariffed Software Defined Network (SDN) Service. This service is a custom designed private telecommunication network that combines the efficiencies and benefits of both switched and private line service to meet the specific requirements of customers needing to communicate between geographic locations within the State.

Each service customer is billed individually for each call, on a conversation minute basis, placed through the Company since the previous month's billing. Each call is measured and billed at the applicable rate for the initial eighteen (18) second period or fraction thereof, and then at the applicable rate for each additional six (6) second period or fraction thereof. The minimum length of a call is eighteen (18) seconds. See Section 4, for the applicable rate schedule.

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ORIGINAL

SECTION 3 - DESCRIPTION OF SERVICES - (Contd.)3.2 Lona Distance Network Service (Contd.)

Dedicated access circuits may be provided and billed by the local exchange company (LEC). Dedicated access channels may be purchased from carriers other than the LEC only in accordance with ACC rules or if the special access channel is jurisdictionally interstate. Charges for the dedicated access channel are determined by the access provider.

3.3 Group Billing Service

Group Billing Service allows the customer with more than one location to consolidate billing. Group Billing provides enhanced customer bills with call summaries by NPA, time period and location.

3.4 Directory Assistance Service

Directory Assistance Service is provided to assist subscribers in obtaining telephone numbers. Residential customers are entitled to six (6) free directory assistance calls per monthly billing cycle.

3.5 Accessing Service

The service provided by the Company is one way dial in - dial out, multi-point telecommunications services, allowing the customer to originate calls through the network facilities of the underlying carrier. Customers may originate calls only in the city or cities where they have an active account. Access to the Company may differ dependent upon the type of exchange access service provided by the local exchange telephone company to the underlying carrier.

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ORIGINAL

SECTION 3 - DESCRIPTION OF SERVICES - (Contd.)3.6 Availability of Service

The services provided through the Company, are available where equal access and the AT&T Billing System are provided.

3.7 Locations of Service

The services offered by the Company are to be available statewide, where AT&T long distance service or billing arrangements are available. The services offered by the Company are not intended to be limited geographically.

3.8 Timinu of Calls

3.8.1 Long distance usage charges are based on usage of Quintelco, Inc.'s service. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "hangs up" thereby releasing the network connections.

3.8.2 Minimum call duration and usage measurement and rounding for billing purposes is specified on per-product basis in the rate section of this tariff.

3.8.3 There is no billing applied for incomplete calls.

3.9 Basic Voice Messaging Service (VMS)

3.9.1 General -- Voice Messaging Service (VMS) is a remote access based service which provides customers with the capability to receive, send, store, and retrieve voice messages over the telephone network. This service is offered to customer subscribers who are served where VMS facilities are available. Subscribers are given a 500-XXX-XXXX, 800-XXX-XXXX, or other access number, through which messages can be stored and retrieved. Subscribers may give this 500-XXX-XXXX number to friends and acquaintances who may leave messages for the subscriber in their 500-XXX-XXXX mailbox. Up to 10 messages are stored on the subscriber's mailbox at one

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ORIGINAL

SECTION 3 - DESCRIPTION OF SERVICES - (Contd.)

3.9 Voice Messaainu Service (VMS) (Contd.)

3.9.1 (Contd.) time. The mailbox has a one minute individual message length storage capacity.

3.9.2 Call Answering -- Incoming calls are forwarded to the subscriber's 500-XXX-XXXX "mailbox" in the VMS equipment. Callers receive the subscriber's personalized greeting which prompts them to leave a message in the subscriber's mailbox. The greeting can be changed by entering the proper codes from any TOUCH-TONE telephone. The Call Answering subscriber can thereafter access the mailbox at any time to hear stored messages using a suitable access code. After listening to each message, the subscriber has the option to erase the message or retain it for future reference.

3.9.3 A message check can be made by calling the voice mail number from any TOUCH-TONE telephone and entering the security code to retrieve **messages**.

3.9.4 Information Mailbox -- Subscribers have the additional option of subscribing to **an** informational service mailbox. This mailbox allows the caller to both hear an informational announcement and to leave a response message.

3.10 Enhanced Voice Messauinu Service (VMS)

Enhanced VMS subscribers have increased incoming message storage capacity on the Company's system (up to 20 messages at one time). Messages are stored in the mailbox indefinitely until erased by the subscriber and/or mailbox capacity limitations are met.

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ORIGINALSECTION 3 - DESCRIPTION OF SERVICES - (Contd.)3.11 Message Paging

Subscribers to both the Basic and Enhanced Voice Messaging Services have the option of directing mailbox messages marked as "Urgent" to designated telephone numbers of their choice (i.e., home, office, beeper number). Mailbox **messages** marked as "Urgent" will be automatically forwarded to the subscriber's telephone number of choice, the telephone will ring and, upon connection, the subscriber will be informed by the Company's automated service bureau that an "Urgent" message has been left in his/her mailbox. Upon receiving this page, subscribers can retrieve the **message** pursuant to the usual means of access set forth in section 3.9.3. Message paging is a separately priced service option available at an additional charge to both Basic and Enhanced VMS subscribers at the rate set forth in section 4.4.5.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

ORIGINAL

3.12 Call Forwarding

3.12.1 Call Forwarding provides customers with a non-dedicated 800 number ("personal 800 number") to receive calls from any point within the continental U.S. for a monthly subscription fee of \$14.95 per 800 number. This monthly cost entitles the customer to twenty (20) minutes of use. The customer will be charged \$0.25 per minute for all use beyond twenty (20) minutes per month. The customer may have multiple personal 800 numbers per account. For each personal 800 number, the Company will provide to the customer an 800 number, a security code, and a Rerouting Code which allows the subscriber to use the call forwarding 800 feature, with which the customer can receive incoming calls. The Company has the exclusive right to determine the terminating locations for personal 800 numbers. Call Forwarding customers share access on the same 800 number based on PIN and, thus, may not retain use of the 800 number if service is terminated.

This feature allows Call Forwarding customers to temporarily change the telephone numbers to which the 800 calls terminate. After calling into a voice prompted system via a Company provided 800 number, the customer **may** specify new telephone numbers to which its personal 800 calls will terminate (including a voice mail location). There is no limit to the number of call forwarding transactions a customer may make.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

ORIGINAL

3.13 Teleconferencing Service:

- 3.13.1 Teleconference Service provides for a conference to be established by a Quintelco operator on a dial-out or dial-in basis between multiple voice stations. The Teleconference Service provides a customized call reservation and call set-up process that may include directory speed dialing and, when requested by the conference originator, progress reports which provide information regarding the current status of the call.
- 3.13.2 Quintelco actively monitors Teleconference Service to ensure a high level of service quality and reliability. Upon request, and subject to availability, the operator will provide off-call monitoring. The off-call monitoring feature allows the operator to monitor the status of the call connections via a display of the conference ports used on that call. The operator is not a party to the call with off-call monitoring. With off-call monitoring, the operator is able to identify and reconnect dropped conferees.
- 3.13.3 A Teleconference may be ordered on a demand or on a reserved basis. Pre-notification to conferees of a Teleconference is also available.
- 3.13.4 All charges incurred for Quintelco's Teleconference Service will be billed to the conference originator. Customers will be charged for each minute of port use incurred during the actual conference call and billed for such usage at the rate of \$0.25 per minute after the first twenty (20) minutes of usage for all the ports combined per month. There may be up to six (6) ports in use for each conference call. To determine the port minutes of use, multiply each port used by the number of minutes it was in use. A fractional minute of use for the port is rounded to the next highest whole minute. All conference announcements are designed for call establishment and completion and will only pertain to the conference call in question. Also, the bridge and associated features are furnished subject to the availability of components.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

ORIGINAL

3.14 Netcall Services Program:

The Company offers forty-five (45) different Netcall Program Services, for InterLATA service, which are available depending upon the promotional offerings then in effect at the time that the Customer signs up for service.

3.14.1 Under the Basic Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.2 Under the Special Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.3 Under the Enhanced Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.4 Under the Platinum Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.5 Under the Pearl Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.6 Under the Sapphire Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.7 Under the Copper Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)**ORIGINAL**3.14 Netcall Services Program (Cont'd) :

3.14.8 Under the Quicksilver **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.9 Under the Dream **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.10 Under the Divine **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.11 Under the Heaven **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.12 Under the New **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.13 Under the Fresh **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.14 Under the Clean **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.15 Under the Dime **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

ORIGINAL

3.14 Netcall Services Program (Cont'd) :

3.14.16 Under the Two **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.17 Under the Three **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.18 Under the Four **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.19 Under the Nickel **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.20 Under the Six **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.21 Under the Seven **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.22 Under the Eight **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.23 Under the Nine **Netcall** Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

ORIGINAL

3.14 Netcall Services Program (Cont'd):

3.14.24 Under the Ten Netcall Program Service Plan, for the monthly charge of \$7.95, Customers **may** make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.25 Under the Discount Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.26 Under the Big Netcall Program Service Plan, for the monthly charge of \$9.95, Customers **may** make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.27 Under the Save Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.28 Under the Grand Netcall Program Service Plan, for the monthly charge of \$9.95, Customers **may** make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.29 Under the Great Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.30 Under the Fantastic Netcall Program Service Plan, for the monthly charge of \$9.95, Customers **may** make long distance calls at a rate of \$0.07 per minute, regardless of distance, **time or day**. There is a minimum call duration of three (3) minutes.

3.14.31 Under the Bronze Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)**ORIGINAL****3.14 Netcall Services Program (Cont'd):**

3.14.32 Under the Silver Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.33 Under the Gold Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

3.14.34 Under the Superb Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.35 Under the Magnificent Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.36 Under the Terrific Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.37 Under the Sweet Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.38 Under the Sugar Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.39 Under the Delight Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.14 Netcall Services Program (Cont'd):

ORIGINAL

3.14.40 Under the Ruby **Netcall** Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.41 Under the Emerald **Netcall** Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.42 Under the Diamond **Netcall** Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

3.14.43 Under the Crown **Netcall** Program Service Plan, for the monthly charge of \$24.95, Customers may make up to 642 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 a minute.

3.14.44 Under the Jewel **Netcall** Program Service Plan, for the monthly charge of \$29.95, Customers may make up to 1000 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 a minute.

3.14.45 Under the Royal **Netcall** Program Service Plan, for the monthly charge of \$39.95, Customers may make up to 2000 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 a minute.

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SECTION 4 - RATES

ORIGINAL

4.1 Long Distance Network Usage Rates

4.1.1 The calls placed through the Company are rated using one of the following schedules. The charges for all calls during a billing month will be totaled. If the total charge includes a fraction of a cent, the fraction is rounded up to the next whole cent (e.g., \$4,101.345 would be rounded to \$4,101.35).

4.1.2 Day, Evening and Night rate periods apply to Long Distance Network usage. The rates apply for all days of the week including holidays. The Day rate period is 8:00 AM to, but not including, 5:00 PM, Monday through Friday and 5:00 PM to, but not including 11:00 PM Sunday. The Night/Weekend Rate period is 11:00 PM to, but not including, 8:00 AM Monday through Sunday, all day Saturday, and from 8:00 AM to, but not including, 5:00 PM Sunday. For New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day and Christmas Day (**December 25**), the Evening Rate applies.

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SECTION 4 - RATES (Contd.)

ORIGINAL

4.1 Long Distance Network Usase Rates (Contd.)4.1.3 Arizona Intrastate Interlata Rates

4.1.3.A

Schedule A
(dial-up to dial-up service)

	<u>Day</u>		<u>Eve</u>		<u>Niaht</u>	
	INITIAL	ADD'L	INITIAL	ADD'L	INITIAL	ADD'L
	18 SEC.	6 SEC.	18 SEC.	6 SEC.	18 SEC.	6 SEC.
	\$	\$	\$	\$	\$	\$
50	0.04	0.02	0.04	0.02	0.04	0.02
	<hr/>		<hr/>		<hr/>	
999	0.05	0.02	0.04	0.02	0.04	0.02

4.1.3.B

Schedule B
(Dial-up to dedicated or dedicated to dial-up service)

	<u>Day</u>		<u>Eve</u>		<u>Night</u>	
	INITIAL	ADD'L	INITIAL	ADD'L	INITIAL	ADD'L
	18 SEC.	6 SEC.	18 SEC.	6 SEC.	18 SEC.	6 SEC.
	\$	\$	\$	\$	\$	\$
50	0.03	0.01	0.03	0.01	0.03	0.01
	<hr/>		<hr/>		<hr/>	
999	0.04	0.02	0.03	0.01	0.03	0.01

4.1.3.c

Schedule C
(dedicated to dedicated service)

	<u>Day</u>		<u>Eve</u>		<u>Night</u>	
	INITIAL	ADD'L	INITIAL	ADD'L	INITIAL	ADD'L
	18 SEC.	6 SEC.	18 SEC.	6 SEC.	18 SEC.	6 SEC.
	\$	\$	\$	\$	\$	\$
50	0.02	0.01	0.02	0.01	0.02	0.01
	<hr/>		<hr/>		<hr/>	
999	0.03	0.01	0.02	0.01	0.02	0.01

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SECTION 4 - RATES (Contd.)

ORIGINAL

4.2 Special Calling Plan

Customers may elect to subscribe to the Company's Special Calling Plan at a fluctuating monthly rate of between \$4.00 to \$10.00. Pursuant to this plan, Customers pay between \$0.10 to \$0.25 for up to three (3) minutes of calling usage, independent of distance, time or day. For all calling usage after three (3) minutes, all usage charges are measured thereafter in one (1) minute increments and Customers are billed at a rate of \$0.10 to \$0.25 per minute, independent of distance, time or day. The minimum call duration for billing purposes is three (3) minutes. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full one (1) minute period. There is no charge if the call is not completed to the desired destination.

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SECTION 4 - RATES (Contd.)

ORIGINAL

4.3 Directory Assistance Service

Quintelco, Inc.'s customers will be billed at the following per call charge for each directory assistance call. The directory assistance charge applies to each call regardless of whether the directory assistance bureau is able to furnish the requested telephone number.

Per Call Charge \$0.80

Residential customers are entitled to six (6) free directory calls per monthly billing cycle.

4.4 Exemptions and Special Rates

4.4.1 Discount for Hearing Impaired Customers:

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period. Discounts do not apply to surcharges or per call add on charges for operator service when the call is placed by a method that would normally incur the surcharge.

4.4.2 Operator Assistance for Handicapped Persons:

Operator station surcharges will be waived for operator assistance provided to a caller who identified him or herself as being handicapped and unable to dial the call because of a handicap.

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SECTION 4 - RATES (Contd.)

ORIGINAL

4.4 Exemptions and Special Rates (Contd.)4.4.3 Directory Assistance for Handicapped Persons:

There is no charge **for** Directory Assistance for calls from handicapped persons. Such persons must contact the Company for credit on their directory assistance calls.

4.5. VOICE MESSAGING SERVICE - RATES AND REGULATIONS.

4.5.1 The rates for VMS are in addition to the rates and charges for all associated services.

4.5.2 The minimum service period for VMS is one month.

4.5.3 Service Connection Charges are not applicable when **an** existing customer establishes or discontinues VMS.

4.5.4 For customers subscribing to VMS, excluding free promotional offerings that may be available from time to time, the following rates apply:

4.5.5	VMS Per <u>Line/Stand Alone</u>	Basic <u>Monthly Rate</u>
	Basic Package:	\$ 9.95
	Basic Package with Message Paging:	\$14.90
	Enhanced Package:	\$19.95
	Enhanced Package with Message Paging:	\$24.90

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SECTION 4 - RATES (Contd.)**ORIGINAL**4.6 Call Forwarding

As set forth in Section 3.10 hereinabove, the customer will be entitled to twenty (20) minutes of use as part of its monthly subscription fee of \$14.95. After using the twenty (20) minutes of airtime, the customer will be charged at a flat rate of \$0.25 per minute for all interlata calls, independent of distance, time or day.

4.7 Rates for Teleconferencing Service

- 4.7.1. The Customer will be entitled to twenty (20) minutes of Teleconference Service use as part of its monthly subscription fee of \$14.95. After using the twenty (20) minutes of airtime, the Customer originating the Teleconference will be charged at a flat rate of \$0.25 per minute for all interlata calls, independent of distance, time or day. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full minute. Rates are per minute. Rates for Origination may be billed as sent-paid or to a Calling Card, Debit Card or Credit Card. Rates for Termination may be billed to a Calling Card, Debit Card or Credit Card or pursuant to a preexisting agreement between the Company and the Customer.

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SECTION 4 - RATES (Cont'd)

ORIGINAL

4.8 Rates for 1010XXX Netcall Service

Standard Plans

Entity Code/ Product Code	product name	minute rate	monthly rate	call charge	call length minimum in minutes	call limit (minutes included per month)	calculated per minute rate
101	basic	\$ 0 . 0 8	\$4.95	-	3		
102	special	\$0.09	\$4.95	-	3		
103	enhanced	\$0.10	\$4.95	-	3		
107	platinum	\$0.08	\$4.95	\$0.30	0		
108	pearl	\$0.09	\$4.95	\$0.30	0		
109	sapphire	\$0.10	\$4.95	\$0.30	0		
	copper	\$ 0 . 0 2	\$7.95	-	3		
	quicksilver	\$0.03	\$7.95	-	3		
	dream	\$ 0 . 0 4	\$7.95	-	3		
	divine	\$0.05	\$7.95	-	3		
	heaven	\$ 0 . 0 6	\$7.95	-	3		
	new	\$0.07	\$7.95	-	3		
	fresh	\$ 0 . 0 8	\$7.95	-	3		
	clean	\$0.09	\$7.95	-	3		
	dime	\$ 0 . 1 0	\$7.95	-	3		
		\$0.02	\$7.95	\$0.30	0		
	three	\$0.03	\$7.95	\$0.30	0		
	four	\$ 0 . 0 4	\$7.95	\$0.30	0		
	nickel	\$0.05	\$7.95	\$0.30	0		

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SECTION 4 - RATES (Cont'd)

ORIGINAL

4.8 Rates for 1010XXX Netcall Service (Cont'd)

Entity Code/ Product Code	product name	minute rate	monthly rate [call charge]		call length minimum in minutes	call limit (minutes included per month)	calculated per minute rate
	six	\$0.06	\$7.95	\$0.30	0		
	seven	\$0.07	\$7.95	\$0.30	0		
	eight	\$0.08	\$7.95	\$0.30	0		
	nine	\$0.09	\$7.95	\$0.30	0		
	ten	\$0.10	\$7.95	\$0.30	0		
	discount	\$0.02	\$9.95	-	3		
	bigsave	\$0.03	\$9.95	-	3		
	save	\$0.04	\$9.95	-	3		
	grand	\$0.05	\$9.95	-	3		
	great	\$0.06	\$9.95		3		
	fantastic	\$0.07	\$9.95		3		
104	bronze	\$0.08	\$9.95		3		
105	silver	\$0.09	\$9.95		3		
	gold	\$0.10	\$9.95		3		
	superb	\$0.02	\$9.95	\$0.30	0		

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SECTION 4 - RATES (Cont'd)

ORIGINAL

4.8 Rates for 1010XXX Netcall Service (Cont'd)

Entity Code/ Product Code	product name	minute rate	monthly rate	call charge	call length minimum in minutes	call limit (minutes included per month)	calculated per minute rate
	magnificent	\$0.03	\$9.95	\$0.30	0		
	terrific	\$0.04	\$9.95	\$0.30	0		
	sweet	\$0.05	\$9.95	\$0.30	0		
	sugar	\$0.06	\$9.95	\$0.30	0		
	delight	\$0.07	\$9.95	\$0.30	0		
110	ruby	\$0.08	\$9.95	\$0.30	0		
111	emerald	\$0.09	\$9.95	\$0.30	0		
112	diamond	\$0.10	\$9.95	\$0.30	0		

Royal Plans

113	crown		\$24.95		0	624	.04
114	jewel		\$29.95		0	1000	.03
115	royal		\$39.95		0	2000	.02

Crown- At a cost of \$24.95 per month, customers receive up to 624 minutes of calling time regardless of distance, time or day. This works out to approximately \$.04 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

Jewel- At a cost of \$29.95 per month, customers receive up to 1,000 minutes of calling time regardless of distance, time or day. This works out to approximately \$.03 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

Royal- At a cost of \$39.95 per month, customers receive up to 2,000 minutes of calling time regardless of distance, time or day. This works out to approximately \$.02 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

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